

At Excel Orthodontic Lab, we believe in a collaborative approach to ensure the accuracy of every job. We understand the importance of providing appliances that have an excellent fit for your patient, and we want to eliminate any frustrations or inconveniences for both you and your patients.

GUARANTEE DETAILS:

We stand behind the quality of our workmanship and materials, and we offer the following guarantee:

- All wires, expansion screws, and solder joints are warranted for a period of 6 months.
- Invisible retainers, nightguards, and acrylic defects are warranted for a period of 3 months.

Please note that this guarantee does not cover any damages resulting from patient abuse, neglect, or lost appliances.

EXCELLENT FIT GUARANTEE:

We recognize the value of providing you with appliances that meet your expectations and fulfill your promises to patients. In our commitment to achieving an Excellent fit, we have implemented an “Excellent Fit Guarantee” to address any potential issues.

HERE’S HOW OUR “EXCELLENT FIT GUARANTEE” WORKS:

- If our lab identifies any distortion or problems with the scans, models or impression, we will contact your office promptly to discuss the issue.
- If our quality check process does not detect any visible distortion, we take full responsibility for the fit of the appliance.
- If any of our appliances do not fit properly, simply return the appliance with the original model, and we will remake it for free.

To ensure the best results, we kindly request that you follow these basic guidelines for an “Excellent Fit Appliance”:

- Accurate scan(s), and/or impressions/models (poured in stone)¹
- Complete and detailed prescription submitted by Easy RX, web portal or paper prescription²
Allow sufficient time for the appliance to flow through laboratory processes (See turn-around policy)
- Bands, wax bites, opposing arches as necessary³
- Seating your appliance timely⁴

¹ Ensure that scans, impressions, and models are complete, capturing the full palate and distal anatomy of each arch accurately.

² While we strive for excellence, we cannot guarantee results if the prescription is incorrect, incomplete or missing specifics in order to fabricate the appliance accurately.

³ If you are sending a model with bands set in stone, it is the doctor’s responsibility to ensure correct placement. *Please note that if you request the lab to fit traditional bands supplied by us, the fit will no longer be guaranteed. For a guaranteed fit, we recommend using our digital Excellent Fit bands. (Laser sintered bands)*

⁴ Seating your appliance within 4 weeks of the impression or scan date to minimize any movement or changes in the patient’s oral condition. (In some cases this time needs to be adjusted)

By working together and adhering to these guidelines, we aim to provide you and your patients with a seamless experience and the assurance of an excellent fit every time.

Thank you for choosing Excel Orthodontic Lab as your partner in delivering exceptional oral appliances.